



Financial Services & Credit Guide

21 July 2026

This Financial Services & Credit Guide ("FS&CG") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with any financial service. The matters covered by the FS&CG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, as well as details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FS&CG by Fowlers Group has been authorised by FYG Planners Pty Ltd as the authorising licensee. This FS&CG is provided to help you decide whether you wish to adopt any of the services we provide.

You should be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which considers your objectives, financial situation and needs. The Statement of Advice (SOA) will contain the advice, the basis on which it is given and information about fees and any matters which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA.

Who will be providing the financial service to me?

Lack of Independence

Fowler's Group Pty Ltd is not independent, impartial, or unbiased because we receive commissions for the advice, we provide on life risk insurance products.

Fowler's Group Pty Ltd ("Fowler's Group") ABN 57 105 242 484 is an authorised representative (No 230575) and credit representative (No 403265) of FYG Planners Pty Ltd ("FYG Planners") as the authorising licensee. Fowler's Group's contact details are:

Level 1, 111 Lake Street, Cairns QLD 4870
PO Box 662, Cairns QLD 4870
Telephone: 07 4232 4700
Email: plan@fowlersgroup.au

FYG Planners Pty Ltd ABN 55 094 972 540 holds an Australian Financial Services and Credit Licence number 224543. FYG Planner's contact details are as follows:

Level 1, 111 Lake Street, Cairns QLD 4870
PO Box 662, Cairns QLD 4870
Telephone: (07) 4048 0000
Email: advisersupport@fygplanners.com.au

Who is my adviser?

Your adviser will be either Jason Fowler, Paul Horn, Paul Fowler, Daniel Underwood, James Wauch, Angelo Caltabiano, Bradley Cox or Sally Hardwick. Jason, Paul, Paul, Daniel, James, Angelo, Bradley and Sally are specifically authorised by Fowler's Group to act as its representatives in providing financial services to clients and each have specific formal industry qualifications. (Please refer to the Adviser Profiles attached.)

Who do you act for when you provide financial services to me?

Fowler's Group is an authorised representative of FYG Planners Pty Ltd and FYG is responsible for the provision of all financial advice given to you.

FYG's Investment philosophy has been created in adherence with the obligations to you as a client outlined by *The Corporations Act 2001*, the Financial Planners and Advisers Code of Ethics 2019 and FYG's own Code of Conduct.

Fowler's Group acts for you to deliver objective advice in your best interest in line with FYG's investment philosophy.

What kind of financial services are you authorised to provide me and what kind of products do those services relate to?

Fowler's Group is authorised by FYG Planners to offer you the following services:

- Financial planning and investment advice
- Superannuation and rollover advice
- Retirement planning advice including Centrelink
- Aged Care Advice
- Estate planning advice of a general nature
- Life insurance advice
- Ongoing monitoring of your portfolio
- Margin lending and gearing strategies.

How do you research products and service providers?

Each investment, insurance product or financial service that is recommended undergoes extensive research. FYG Planners undertakes extensive in-house analysis and sources qualitative research from several independent research houses. Only investments, insurance products and financial services that qualify for inclusion on our preferred product lists may be recommended.

What type of advice do you offer me?

Prior to providing you with any advice, your adviser will review your situation and consider your overall financial strategy. Fowler's Group will provide two distinct types of advice to you while preparing your financial recommendations.

1. Strategic advice is advice we will give to you to explain how best to structure your affairs relating to investment, retirement planning, superannuation planning, taxation, estate planning, borrowing, income and expenditure planning perspectives.

We can also assist clients to determine the suitability of new and existing loans/credit facilities. We do not arrange credit facilities but may refer clients on to mortgage brokers or other credit providers. We will be happy to provide you with an assessment of your existing loan/credit facility and when assessing an existing loan/credit facility we will provide you with written advice of our recommendations.

2. Personal investment and/or insurance advice is advice that we will give to you when recommending specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.

After our strategic advice has been provided, to achieve your stated goals and objectives, we will select the investment and/or insurance products that have the relevant features to achieve your specific goals. We will only recommend investment and/or insurance products after considering their suitability for your individual investment objectives, financial situation and needs.

To ensure that you have the peace of mind of knowing that your finances are appropriately structured, we strongly recommend that you take advantage of our ongoing review service. This service provides you with an ongoing review of your portfolio, regular reports on its performance and the financial strategies we have implemented for you.

How will I pay for your advisory services?

Fee for service: We will provide you with an invoice for the services we provide or arrange to debit your portfolio; the choice is yours.

and/or

Insurance Commission or Brokerage: Commission or brokerage payments come from commission or brokerage paid to Fowler's Group by FYG Planners, who in turn receive them from the life insurance companies whose products we recommend to you.

If you charge me a fee for the service you provide, how are the fees calculated and paid?

Any fee charged for subsequent services provided to you is based on an agreed service cost, which is set by Fowler's Group. A Fowler's Group adviser will discuss the fees that will apply to your specific situation when you meet for your initial, obligation free consultation.

Strategic Financial Planning Advice - Charges are dependent on the complexity of your individual circumstances but usually they will range between \$3,960 and \$11,000.

One-off Advice Services - Charges are dependent on the complexity of the individual circumstances and will be quoted in a range before commencing work.

Ongoing Advice Costs – For the provision of ongoing asset management, financial planning advice and review of your portfolio, we charge based on the frequency of contact, the complexity of your situation and the total value of your individual portfolio.

The costs based on the value of your portfolio under advice is calculated as follows:

0.8% plus GST on the first \$2,000,000

0.6% plus GST on the next \$3,000,000

0.45% plus GST on the balance

There will also be a fixed dollar component which will range between \$1,175 and \$3,300, depending on client complexity.

If you accept an insurance commission, how much commission do you get? How is it calculated and deducted?

Any commission or brokerage payable to FYG Planners is paid by the life Insurance Company because of the premium you pay. It is not an additional cost to you.

Initial commission can range from 0% to 66% of the first year's premium. As an example, for a \$100 premium, initial commission can range from \$0 to \$66.

Ongoing or trail commission brokerage can range from 0% to 33% of the annual premium. As an example, for a \$100 premium, the ongoing or trail commission can range from \$0 to \$33.

We will advise you of the specific commission brokerage applicable to any insurance recommendation prior to you applying for the insurance cover.

Do you receive any other benefits in relation to providing financial services to me?

Details of any benefits exceeding \$300 that FYG Planners may receive are detailed in a publicly available register that is updated quarterly. Please ask Fowler's Group for a copy as required.

FYG Planners also offers its corporate authorised representatives the opportunity to become shareholders in FYG Planners.

What should I know about the risks of the investments or financial strategies you recommend to me?

We will explain to you all risks associated with investments and strategies that we recommend to you. You should ask us to clarify any risks that are not clear to you.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, email or other means. If the execution is by telephone instruction, we will require you to provide a letter of authorisation to serve as a record of the telephone instruction. This record will be kept on your file for future reference if required.

What information do you maintain in my file, and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations we have made to you and any discussions of significance we may have with you.

We are committed to maintaining and ensure the privacy and security of your personal information. A copy of our privacy policy is available on our website. If you wish to examine your file, feel free to ask and we will arrange a convenient time for you to do so.

Disclosure of information to third parties.

During the initial and/or ongoing provision of financial advice it may be necessary to disclose your information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners; superannuation or insurance providers; authorised AFS licensee or

authorised representative; the Australian Taxation Office; Centrelink or other Government departments; offsite data storage systems.

In accordance with the Tax Agent Services Act 2009, we will obtain your signed consent to release the information to the third party. However, we are not responsible for any unauthorised use or disclosure of your information by the third party after it has been released to them.

How do you deal with the Anti-Money Laundering/ Counter-Terrorism Financing (AML/CTF) Act?

FYG Planners adheres to all aspects of the AML/CTF Act. As such we require clients and prospective clients to provide us with identification in accordance with the legislation.

How do you deal with ASIC's Professional Indemnity Insurance requirements?

FYG Planners is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. We confirm FYG Planners has obtained professional indemnity cover to ensure it can meet the following circumstances:

- Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001
- Breaches by both the licensee and its authorised representatives / representatives
- Fraud by the licensee and its authorised representatives / representatives, and
- Any award made against FYG Planners by an external dispute resolution scheme.

Subject to its terms and conditions, this insurance will continue to provide coverage for any authorised representative / representative who has ceased work with FYG Planners for work done whilst engaged with FYG Planners.

OUR PRIVACY POLICY

FYG Planners is compliant with the Australian Privacy Principles as detailed in the Privacy Act 1988 and our full Privacy Policy covers:

- What – The kind of personal information we collect and hold
- How and Why – How we collect information and for what purpose
- Protecting the security of your information
- Access and Correction – How information can be accessed and/or corrected
- Overseas disclosure – Whether information is likely to be disclosed overseas. If so, where to

If you would like a full copy of the FYG Planners Pty Ltd Privacy Policy, please ask your Adviser or refer to the FYG Planners Website www.fygplanners.com.au/privacy-policy

If I have a complaint regarding my privacy, to whom do I direct my complaint?

We will try to answer any questions that you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If you consider that any action by FYG Planners breaches this Privacy Policy Statement or the Australian Privacy Principles or otherwise does not respect your privacy, please contact the FYG Planners Privacy Officer at the contact details below. Any complaint will be acted upon promptly.

If you are not satisfied with the response to your complaint, you have the right to complain to the Office of the Australian Information Commissioner on 1300 363 992.

FYG Planners Pty Ltd Australian Financial Services Licensee No. 224543, ABN 55 094 972 540

Physical: Level 1, 111 Lake Street, Cairns QLD 4870
Postal: PO Box 662
Cairns QLD 4870
Telephone: (07) 4048 0000

IF YOU HAVE A COMPLAINT

If I have a complaint regarding the provision of the financial services offered to me, to whom do I direct my complaint?

We are members of the Australian Financial Complaints Authority.

If you have a complaint about the service provided to you, you should first contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days, please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to FYG Planners Compliance Manager at the contact details below. We will try to resolve your complaint quickly and fairly.

If the complaint cannot be satisfied to your satisfaction you can have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678.

Stage 1 of the AFCA process sees AFCA facilitate discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the AFCA national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to decide based on the relevant facts considering the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

You may wish to contact the Financial Advice Association Australia (FAAA) by phone 1300 337 301 or email contact@faaa.au or by post GPO Box 4285, Sydney NSW 2001

Alternatively, you can phone the Australian Securities and Investments Commission (ASIC) toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.

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Telephone: (07) 4048 0000

JASON FOWLER

CERTIFIED FINANCIAL PLANNER®

SMSF SPECIALIST ADVISER™

REPRESENTATIVE NUMBER 22632

CREDIT REPRESENTATIVE NUMBER 403597



Your Adviser's Experience:

Jason has over 30 years' experience in the financial services industry with significant experience in all aspects of personal financial advice and investment advisory services.

Industry Credentials & Education:

Prior to joining Fowler's Group in 1995, Jason worked in finance and accounting related roles for private enterprises in both Australia and Papua New Guinea.

Jason is a Certified Financial Planner through the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Jason holds a Bachelor of Business degree majoring in Accounting, Banking and Finance from the Queensland University of Technology along with a Diploma of Financial Planning from Deakin University. He has been licensed to advise clients since September 1996.

Jason is a member of the Self-Managed Super Fund Association (SMSF) and is a SMSF Specialist Adviser™.

Service & Advice Focus:

Jason excels in the areas of pre and post-retirement planning along with the development of wealth accumulation and protection strategies for clients.

Jason is the creator of the Intelligent Investment Advantage™ a process that provides the framework for making intelligent investment decisions that will lead clients to ultimately achieving their financial goals.

PAUL HORN

CERTIFIED FINANCIAL PLANNER®

SMSF SPECIALIST ADVISER™

REPRESENTATIVE NUMBER 226327

CREDIT REPRESENTATIVE NUMBER 403598



Your Adviser's Experience:

Paul has over 30 years' experience in the financial services industry. He has a solid background in financial planning, personal and self-managed superannuation funds, personal insurance planning and investment advisory services.

Industry Credentials & Education:

Paul joined Fowler's Group in 1995, fresh out of university. His knowledge, competence and work ethic have seen him progress steadily through the organisation to his current private client advisory role.

Paul is a Certified Financial Planner through the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Paul holds a Bachelor of Commerce Degree from James Cook University along with a Diploma of Financial Planning from Deakin University. Paul has been licensed to advise clients since September 1998.

Paul is a member of the Self-Managed Super Fund Association (SMSF) and is a SMSF Specialist Advisor™.

Service & Advice Focus:

Paul's expertise lies in the design and preparation of financial planning strategies. He has extensive knowledge of salary packaging, superannuation and retirement income planning.

PAUL FOWLER

CERTIFIED FINANCIAL PLANNER®

FAAA LIFE RISK SPECIALIST

FAAA AGED CARE SPECIALIST™

REPRESENTATIVE NUMBER 226326

CREDIT REPRESENTATIVE NUMBER 403599



Your Adviser's Experience:

Paul has 25 years' experience in protection, financial planning, and investment advisory services. He also champions the Fowler's Group customer service and relationship building policy.

Industry Credentials & Education:

Paul's strong communication and leadership skills, gleaned from his many distinguished achievements in the sport of rugby league ensures he ably guides Fowler's Group in its future endeavours.

Paul holds both the Certified Financial Planner and Life Risk Specialist accreditations from the Financial Advice Association Australia. These certifications assure the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Paul also holds a Diploma of Financial Planning and has been licensed to advise clients since July 2002.

Service & Advice Focus:

Paul excels in the areas of pre- and post-retirement planning along with the development of wealth accumulation and protection strategies for clients.

His strategic insight and goal-setting orientation are instrumental in developing strategies for clients.

DANIEL UNDERWOOD

FINANCIAL PLANNER AFP®

REPRESENTATIVE NUMBER 455785

CREDIT REPRESENTATIVE NUMBER 456083



Your Adviser's Experience:

Daniel nearly 20 years' experience in the financial services industry and has developed extensive knowledge in the areas of personal insurance, estate planning, superannuation, and investment advisory services.

Industry Credentials & Education:

Daniel is a Financial Planner AFP® member of the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Daniel holds an Advanced Diploma of Financial Services (Financial Planning) and has been registered to provide financial advice since March 2014.

Service & Advice Focus:

Daniel helps his clients to make better financial decisions by clarifying their needs, discussing their financial planning options, developing strategies to achieve his clients' goals, and coordinating with product providers to achieve the best possible outcome.

He has a particular interest in assisting client with personal insurance and providing financial planning advice to wealth accumulators.

JAMES WAUCH

FINANCIAL PLANNER AFP®

REPRESENTATIVE NUMBER 1003261

CREDIT REPRESENTATIVE NUMBER 519909



Your Adviser's Experience:

James has been dedicated to the Financial Advice profession since 2006, bringing nearly two decades of experience to helping Australian families build more secure financial futures. He is deeply passionate about empowering clients with the knowledge and confidence to make informed financial decisions and takes pride in helping them understand how to set and achieve meaningful goals. Known for building deep, long-lasting relationships grounded in trust and respect, James takes a personal approach to financial planning that reflects his strong rural roots and enduring passion for Australian agriculture. His unique blend of professional expertise and genuine care makes him a trusted partner in his clients' financial journeys.

Industry Credentials & Education:

James brings a wealth of expertise to the financial planning space, backed by strong academic credentials and industry recognition. He holds a Bachelor of Business in Agricultural Commerce and a Master of Applied Finance, with a Major in Financial Planning. As a committed member of the Financial Advice Association Australia (FAAA), James upholds the highest standards of professional integrity and client care. He is also an Accredited Aged Care Professional, offering specialised advice to help families navigate the complexities of aged care funding and planning. With this unique combination of qualifications and experience, James is well-equipped to deliver tailored financial solutions that support clients through every stage of life.

Service & Advice Focus:

As a financial professional, James provides comprehensive advice and education across a broad spectrum of financial matters, including strategic wealth creation and management. James services encompass superannuation strategies including self-managed superannuation funds (SMSFs), as well as tailored salary sacrifice and salary packaging solutions. James offers guidance on direct equity investments, estate planning, and retirement planning to ensure long-term financial security. In addition, he delivers insurance solutions and assists clients with effective cashflow and debt management strategies to support financial stability and growth.

ANGELO CALTABIANO

FINANCIAL PLANNER AFP®

REPRESENTATIVE NUMBER 325384

CREDIT REPRESENTATIVE NUMBER 571256



Your Adviser's Experience:

Angelo began his career in Financial Planning in 2009. Over the years, he has developed extensive expertise across key areas including personal insurance, estate planning, superannuation and investment advisory services. His experience reflects a deep commitment to helping individuals and families navigate complex financial decisions with confidence and clarity.

Industry Credentials & Education:

Angelo holds a Bachelor of Economics and has completed a Graduate Diploma of Financial Planning, achieving FASEA accreditation. This postgraduate qualification has enabled him to meet evolving industry regulatory standards while expanding his technical proficiency in taxation, succession planning and investment advice.

Throughout his career, Angelo has consistently updated his knowledge and skills to stay ahead of industry demands. His dedication to continuous learning ensures he meets rigorous professional standards and upholds the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality and compliance.

Service & Advice Focus:

Angelo is a FASEA-accredited Financial Advisor with a strong background in financial services. He is passionate about providing tailored financial advice and strategic guidance to help clients achieve their financial goals. Angelo takes a personalised approach to financial planning, ensuring each strategy is thoughtfully tailored to reflect the individual goals and circumstances of his clients.

BRADLEY COX

FINANCIAL PLANNER AFP®

REPRESENTATIVE NUMBER 1318295

CREDIT REPRESENTATIVE NUMBER 574604



Your Adviser's Experience:

With several years of progressive experience within the firm, Brad Cox delivers advice shaped by a deep understanding of the complete financial planning process. His career pathway—from Client Service Officer to Paraplanner and then to Financial Adviser—has equipped him with hands-on knowledge across both operational and strategic aspects of wealth management. This comprehensive background enables Brad to provide clients with a seamless, informed and highly personalised advice experience.

Brad's approach is grounded in strong personal values. After spending most of his life in Victoria, he remains a passionate AFL fan and an active outdoor enthusiast who enjoys hiking. Now residing in Cairns, Brad's commitment to family and community guides his focus on helping clients protect what matters most for future generations.

Industry Credentials & Education:

Brad holds a Bachelor of Accounting (Financial Planning Major), completed through CQ University in 2023 after commencing in 2018. This qualification provides a strong analytical and technical foundation across taxation, cash-flow management, investment fundamentals and strategic financial planning. His time as a Paraplanner throughout his studies further strengthened his technical capability and attention to detail, ensuring every piece of advice is well-researched and rigorously constructed.

Service & Advice Focus:

Clarity and empowerment sit at the heart of Brad's advice philosophy. He specialises in translating complex financial concepts into straightforward, actionable strategies that help clients make confident, well-informed decisions. His key focus areas include superannuation, cash-flow optimisation, investment strategy and tax-effective structuring. Above all, Brad aims to help individuals and families build long-term financial security and peace of mind.

SALLY HARDWICK

FINANCIAL PLANNER AFP®

REPRESENTATIVE NUMBER 1309366

CREDIT REPRESENTATIVE NUMBER 563516



Your Adviser's Experience:

Sally commenced her career in the financial services industry in 2017, working in client services and administrative roles before progressing through a range of support and paraplanning positions. This broad foundation has given Sally a strong understanding of the advice process and the importance of delivering clear, meaningful outcomes for clients.

Through her progression within the industry, Sally has developed a well-rounded skill set and a deep appreciation for the value of quality advice in helping clients make confident and informed financial decisions.

Industry Credentials & Education:

Sally holds a Bachelor of Commerce, majoring in Financial Planning, graduating with distinction. She meets the education and professional standards required to provide personal financial advice and is committed to ongoing professional development to ensure her knowledge remains current and relevant in a continually evolving regulatory environment.

Service & Advice Focus:

Providing holistic and tailored financial advice, Sally assists clients to understand their financial position, navigate important decisions and work towards achieving their personal goals. Taking a client first approach, Sally focusses on building strong relationships and supporting clients through each stage of their financial journey.

Sally is passionate about helping clients create and live the life they want, providing guidance, clarity and ongoing support as their circumstances and goals evolve over time.